



Performance Dashboard

ON TIME

March 25 – 29

97.1%

Delivery before bell

95.5%

Delivery 35 - 5 min before bell

93.7%

On-Time Delivery
30 - 10 min before bell

CUSTOMER FOCUSED

March 25 – March 29

Avg. Call Duration **1:07 min**

Avg. Call Wait Time **3:10 min**

Calls Answered **1171**

% Calls Answered **60.3%**

Parent Call Center

SAFE

February 2013

1.59

Preventable accidents
per 100,000 miles

RELIABLE

As of March 1, 2013

7.9 years

Average age of fleet

EFFICIENT

March 25 – 29

100%

Routing changes
implemented within 3 days